

Supports in Employment Terms and Conditions

The *Bedford NDIS Service Agreement* references Terms and Conditions. This document contains the terms and conditions for Supports in Employment. As a client of Bedford Services and Advisory (Bedford), you and/or your Representative agree to comply to these Terms and Conditions.

Billing and Payment for Services

Bedford will bill for supports as agreed upon in your Schedule of Support, Terms and Conditions and Service Agreement.

Payment will be required based on the way your budget is managed. Bedford will send invoices directly to your plan manager if you are plan managed. If self managed, Bedford will send invoices to you or your nominated representative. Bedford requires you to share requested details to provide and continue services. Your Schedule of Support will be sent to your Plan Manager or you/your nominated self managed representative advising of the cost and that this be quarantined.

Bedford will make a service booking in the National Disability Insurance Agency's (NDIA) portal for the total amount in your Schedule of Support, if you are agency managed and not yet transitioned to NDIA's new computer system (PACE). Payment for billable claims will then be submitted to NDIA. If you have transitioned to PACE and are agency managed, Bedford will submit claims to NDIA and will not be required to make a service booking. In this instance Bedford will need to be endorsed as a 'My Provider' so NDIA make payment in a timely manner. Your Client Services Representative (CSR) can help with this.

Services are subject to standard rounding when the ratio results in the amount being greater than two decimal points. Remote pricing is applied if applicable. Where additional services are required and provided, Bedford will seek payment in accordance with applicable rates. Bedford will require you or your representative to assist in seeking payment for any amounts owed but are not paid for any reason.

Employment Supports

The following Core funded supports may be included in your Schedule of Support if applicable:

- Supports in Employment
- Non-Face-to-Face Supports
- Centre Capital Costs
- Establishment fee

The NDIA currently provides a maximum of 48 funded weeks per annum for Employment supports. Typically, Bedford has up to four (4) weeks of shutdown each year where services and employment is unavailable. Bedford will communicate details in accordance with the Service Agreement and this document.

Supports in Employment

Bedford will claim for Supports in Employment (on the job supervision and workplace training) provided one-to-one and/or within a group-based setting, complimenting expected employer supports, according to the agreed intensity and frequency of supports to achieve employment goals.

Supports may include:

- on-the-job assessments
- job customisation

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- on-the-job training and intermittent support with daily work tasks
- direct supervision and/or group-based support to enable meaningful participation at work
- supports to manage disability-related behaviour or complex needs at work
- non-face-to-face activities related to supporting your employment

Non-Face-to-Face Supports

Bedford will claim for Non-Face-to-Face supports to help cover the cost of the following:

- progress noting and progress reports
- case conferences and engagement with your supports
- assistance with job customisation
- development and procuring of resources for program activities
- activities directly related to supporting employment such as setting up work tasks/sequencing to accommodate a person's disability
- indirect time such as individualised training or related activities specific to your supports

Centre Capital Costs

Bedford will claim Centre Capital Costs (CCC) if support is provided in a centre owned or leased by Bedford. CCC supports running and facility maintenance costs. CCC will be claimed for the entire shift as the centre is available.

Establishment Fee

Bedford is eligible to charge this fee if you are a new client who will receive 20 hours of employment support per month for 3 consecutive months. This covers some of the time and resources invested in ensuring Bedford delivers high quality and personalised supports. This can only ever be charged once by one service at Bedford. If you did not previously meet the criteria to be charged this fee, and increase your support provided by Bedford, this fee may be charged.

Program of Support

Bedford operates this service using the 'Program of Support' model. The NDIA advises providers can enter into an agreement with a participant for a program of support. Under a program of support NDIA state that:

- supports are not subject to the NDIA's short-notice cancellation rules
- a program of support can be no longer than six months in duration
- where a program of support is longer than 12 weeks, providers must ensure that participants have an opportunity to regularly review their program of support
- providers and participants can agree to a new program of support
- where a participant stops attending an agreed program of support but does not provide notice, a provider may only continue claiming for a total of four (4) weeks from when the participant stopped attending - this is considered a planned exit
- a provider is not able to continue to claim past four (4) consecutive weeks of non-attendance, unless the participant notifies the provider during that period that they wish to continue in the program of support
- participants are able to exit from a program of supports without cost, subject to a notice period of two (2) weeks

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- supports work towards the achievement of program outcomes

Under a program of support, you will be billed for your supports based on your Schedule of Support. You will not be billed:

- for public holidays
- for approved leave with a minimum of two (2) weeks' notice - any leave will be billed where the two (2) weeks' notice is not provided (e.g., sick leave, carers leave, parental leave, personal leave, annual leave, and / or leave without pay, etc.)
- for scheduled shutdown periods where services and supports are not provided, as directed by Bedford
- if you exit your program of support having given a minimum of two (2) weeks' notice

Notice Periods

- your program of support will automatically roll-over, unless you advise you wish to end this as per these Terms and Conditions
- you must provide 2 weeks' notice to cancel your supports whilst you are on leave
- you must give two (2) weeks' notice to end (exit) your Program of Support
- you will incur the full fee if you do not provide the required notice
- Bedford may choose to cancel, alter, or end services and supports following a two (2) week notice period or per information in the Service Agreement
- notice periods may be waived if either party seriously breach the Service Agreement

Changing Your POS/Service Agreement

If you wish to change your work hours, you also need to adjust your employment supports. To request a change to your base work hours, contact your Employee Development Coordinator (EDC, formerly PTO). They will assist you in submitting the necessary form, which includes approval to change both your work hours and your employment supports. This form is subject to approval for both changes. If approved by your manager the change will be subject to you having enough NDIS funding if it's for an increase in hours. The commencement date for any change will be subject to processing time.

Changes to Your NDIS plan or Funding

If a new NDIS plan is generated or an extension occurs, Bedford will continue to provide and charge for supports on the same terms as contained in the most recent Service Agreement, Schedule of Support and applicable Terms and Conditions. A new Service Agreement will be developed as soon as practicable to do so. You are required to end services in line with the notice periods if you do not wish for this to occur.

Contact your Client Services Representative (CSR) if you need to advise of any changes to your NDIS plan and/or funding. You can do this by letting them know in person, over the phone or via email. Alternatively, you can contact Bedford's Client Engagement team who can put you in touch with your CSR. Client Engagement can be contacted on (08) 8116 2162 or clientmanagement@bedfordgroup.com.au

Ending Your Service Agreement

Contact your Employee Development Coordinator to end your employment and therefore your Service Agreement. You can do this by letting them know in person, over the phone or via email. Alternatively, you can contact your CSR or Bedford's Client Engagement team using details above.